

PPG Action Plan from the Survey 2012/13

The plan for 2011/12

one of the main areas of concern during 2011/12 was

“How do you rate the wait for your consultation to start?”

Last year 60% of patients were happy with the wait. It was felt that this could be improved and extra slots were placed between the GPs consultations to make it a more realistic appointment time. This has managed to lessen the wait but provides the same amount of appointment time. This year 69% were happy with the wait with an extra 21% being fairly happy.

The practice has displayed more signs explaining how to obtain a longer consultation if necessary and also to be respectful of the 10 minute consultation slot time.

Although getting through on the phone was discussed as a problem last year unfortunately both the surgery and the PPG were unable to suggest any solutions that would help.

The plan for 2012/13

1. 84% felt that making an appointment ahead of time was important with 30% finding it difficult to do. This is to be discussed at the next PPG group meeting to see if any suggestions (but aware of the practicalities) to try and achieve improvement in that area. Suggest that we look into existing procedures to see if they could be improved upon, speak to other PPG's to see what system their surgeries are using to try and get ideas. To talk to people who visit the Summer Fete at the PPG Stall to try and get an idea of the problems.
2. 86% did not know that there was a Milton Surgery patient participation group. It is important that patients are made aware of the group to encourage patients to pass on their comments and concerns and also to hope that more patients are willing to choose to join the group. The plan is to advertise locally via the local newspaper and to also have a stall at the summer fete. The practice will also hand to new patients a leaflet and the same leaflet to also be displayed in the waiting room.

The plan for 2013/14

The response to question “Overall, how would you describe your experience of your GP Surgery” had risen from 54% (excellent) to 72% (excellent) from the previous year. The PPG wanted it to be noted that the surgery should be proud of this and should not change what is working just for change sake.

Several people wrote extra notes on the back of the survey stating that they were not happy with the appointment system as it is and would like to alter it to make it more user friendly.

1. The practice is therefore planning to change its appointment system on 1st April 2014. This will enable people to use the internet more than at present, and continue to use the phone and by person to make their appointment. Patients will be able to book the afternoon appointment up to one month in advance. A selection of the morning appointments will be available to book from 3pm the day before and some of the appointments will also be available on the day. We plan to have a 6 month trial. Members of the PPG have offered to come one month after and survey patients during the morning. The survey will then be repeated one month again after the first survey. The appointment system has not changed significantly for over 15 years so it will be understandable if there are problems in the beginning. The change of the appointment system had been agreed between the PPG and the Surgery.

It was also noted that although the time for patients waiting to see the Doctor had not changed the response had. The patients were now less happy to wait. We did change our system last year, putting more catch ups in so that patients would not have to wait too long, if at all. What we had now noticed however was that most patients were coming with a long list of worries and problems.

2. The practice had put together a Patient appointment card that could be filled out by the patient before attending their consultation. They would bring this with them and it would help them to focus what they were seeing the Doctor about. This should be used as an aid and not a requirement and the PPG were happy for this to be used to see if it would make a difference. Please find attached the suggested appointment card.